Troubleshooting: Missing or Incorrect County, Agency or District

If a county/agency/district that you work in is missing from your MiTEAM Fidelity Web Application Access, or the incorrect county/agency/district information is showing up, please follow the instructions below.

1. Was the individual hired or transferred to their current county/agency/district **AFTER** 12:00AM on Day 1 of the current Quarter?
   a. If no, complete instructions #2-5.
   b. If yes, the individual should show up correctly next quarter.
      i. Completing instructions #2-5 will be helpful to complete in case of any other possible errors.

2. Review MiSACWIS Information for the individual(s) and ensure the following:
   a. County/agency/district information is up to date and accurate.
   b. They are coded with the correct MiSACWIS User Group for the necessary MiTEAM Fidelity Web Application Access Type. *(See "Troubleshooting: Access Type in the MiTEAM Fidelity Web Application" Job Aid)*
   c. Their MiSACWIS User Group(s) are correct for the program(s) they are in.
   d. They are not coded for any additional User Groups in MiSACWIS that they should not be.
   e. The correct workers are assigned to the correct supervisors.
   f. All information in MiSACWIS is updated for this individual.

3. If necessary, update MiSACWIS information for the individual(s).
   a. Contact MiSACWIS Help Desk if you need MiSACWIS Support.

NOTE: Updates in MiSACWIS will not automatically be reflected in the MiTEAM Fidelity Web Application. Changes will be reflected in the next quarter.

4. Sign in to the MiTEAM Fidelity Web Application as soon as possible at the beginning of the next quarter to see if the issue is corrected.

5. If the same problem still occurs in next quarter and no additional changes occurred after 12:00AM Day 1 of the new Quarter, follow the instructions for escalating an issue. *(Please see "Troubleshooting: General Escalation of a MiTEAM Fidelity Web Application Issue.")*

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